
Chapter 5 — Other features

Your Central Answering Position also supports other features, which are discussed in detail in this section.

Call Forward and Busy Status

The Call Forward and Busy Status (BFS) feature was designed for an environment where party A forwards their calls to party B, for screening.

Feature Operation

By using a BFS key, party B can:

- monitor, activate or deactivate the Call Forward feature of party A.
- override the Call Forward feature of party A, in order to place a call to party A.
- determine whether party A is busy on a call.
- The BFS lamp state of party B indicates whether party A is:
 - forwarded and not busy (lamp in “wink” state).
 - forwarded and busy (lamp in “flash” state).
 - not forwarded and not busy (lamp in “dark” state).
 - not forwarded and busy (lamp in “lit” state).

If the customer associated with party A has Forward Key Denied Class of Service (FKD) defined in the customer data, party A’s Call Forward key becomes inoperative and party B’s BFS key will operate as follows when depressed:

- party A has already been forwarded to another station by another BFS key, then party A remains forwarded to that station.

- party A has been forwarded to a DN by a remote Flexible Feature Code, then the call forward is overridden and all new calls are forwarded to party B.
- party A's calls were forwarded to party B, then party A's call forward is canceled.
- party A's call forward is not activated, then party A's calls are forwarded to party B and the CFW lamp on party A's set lights up.

If the customer associated with Party A has Forward Key Allowed Class of Service (FKA), then depressing the BFS key by party B will result in one of the following:

- party A has already been forwarded to a station other than station B, then party A remains forwarded to that station.
- party A's calls are not forwarded, then party A's calls are forwarded to party B and the CFW lamp on party A's set lights up.
- party A's calls were forwarded to party B, then party A's call forward is canceled.

Note: If party B presses the BFS key while receiving dial tone or special dial tone, the BFS key then works as an Auto Dial key to party A.

If a call originates to Party A, a CAP set with the BFS key depressed, the call will automatically transfer to the designated Call Forward/Busy number, Party B. If Party B is in Call Forward state, the call will ring three times, then immediately transfer to Party C.

In contrast, if a call originates to Party A, a CAP set without the BFS key depressed, the call will automatically transfer to Party C.

Feature Requirements

Party B must have a Meridian Digital telephone. Party A may have a Meridian Digital telephone or an Analog (500/2500 type) set, with Call Forward All Calls equipped.

A station may be monitored by a maximum of 16 other stations, using the BFS key.

The same Feature requirements apply as for Call Forward All Calls.

Feature Interactions

None.

Feature Programming

To activate this feature, use the following procedure in LD 11 and LD 15.

LD 11

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. If the set type is followed by an "M" then the set definition is that of a model set.
MODL		Only prompted if "xxxx M", is entered in response to the "TYPE" prompt.
TN		Not prompted if "xxxx M" is entered in response to the "TYPE" prompt.
....		
KEY	nn BFS cc uu	Key number nn = 0 - 69, Busy Forward Status, TN to be monitored/screened. For Option 11 systems cc = 1-20 and uu = 0-15.

LD 15

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	CDB	Customer data block.
CUST		
....		
OPT	FKA, FKD	Forward Key Allowed, Denied.

Forced Camp-on/Priority Override

Forced Camp-on allows a station to “camp-on” to another party involved in an active call regardless of whether they have an internal or external call on hold. When used with Priority Override, the capability is called **Enhanced Override**. Forced Camp-on is activated automatically, (if Automatic Forced Camp-on, AFCO, is defined for the customer), or manually using the Enhanced Override (EOVR) key on Meridian Digital telephone sets, or the Enhanced Override Flexible Feature Code on Analog (500/2500 type) sets. Associated with this feature are four new station “Class Of Service” entries:

- CPFD/CPFA — Forced camp-on from another set denied/allowed.
- CPTD/CPTA — Forced camp-on to another set denied/allowed.

These are used to identify the ability of a station to invoke the camp-on feature or to be camp-on by another station.

The Priority Override feature allows an established call to be broken-in to and another call presented to the desired party. Before break-in occurs, a warning tone is given to all parties involved in the established call. The set performing the override must have a priority level equal to or higher than both sets being overridden. To activate Priority Override, the user of a Analog (500/2500 type) set must invoke a recall followed by the dialing of the Override Flexible Feature Code, while the user of a Meridian Digital telephone presses the Override key (OVR). Priority Override can also be activated using the Enhanced Override Flexible Feature Code or the Enhanced Override key (EOVR), as described in the preceding paragraph.

Associated with the Priority Override feature are seven priority levels which can be assigned to Analog (500/2500 type) and Meridian Digital telephones. This level defines the ability of one set to override another as follows:

- level 0 — This set cannot override and cannot be overridden.
- level 1 — This set cannot override but can be overridden.
- level 2 — This set can override level 1 and 2 sets and can be overridden by sets with priorities 2 - 7 (This is the default level).
- level 3-6 — Similar to level 2 — Can override sets of equal or lesser priority level other than 0, and can be overridden by sets of greater or equal priority level.
- level 7 — Can override levels 1 - 7, but can only be overridden by another set of priority 7.

Note: Camp-on is not effected by the override levels.

A new “Class Of Service” (COS), named “Override Denied/Allowed” (OVRD/OVRA) has been introduced for stations which defines the ability of a station to use or be overridden by the Priority Override feature.

Feature Operation

Several combinations of the Automatic Forced Camp-on and Priority Override features exist. Each combination provides the station with specific call scenarios. For this reason, they are detailed below.

Setting the Automatic Forced Camp-On (AFCO) prompt to “NO” in the customer data, and equipping only an “OVR” key or “OVRD” flexible feature code disallows the use of forced camp-on. The priority override feature remains operational as described above.

Setting the Automatic Forced Camp-On (AFCO) prompt to “NO”, the priority level to “0” and the camp-on classes of service to CPFA and CPTA gives only manual camp-on.

Setting the Automatic Forced Camp-On (AFCO) prompt to “NO”, and adding an OVR and EOVR key/FFC gives the user the option of using only priority override (OVR key/FFC) or using manual forced camp-on which is invoked by the first depression of the EOVR key/FFC, followed by priority override (Second depression of the EOVR key/FFC).

Setting the Automatic Forced Camp-On (AFCO) prompt to “YES” and equipping only the OVR key/FFC automatically applies forced camp-on where applicable, and allows the use of the OVR key/FFC to implement priority override.

Using the EOVR key/FFC with AFCO set to “YES” simulates the OVR key/FFC and attempts a priority override, unless Automatic Forced Camp-on was initially denied. In this case, forced camp-on is re-attempted.

Feature Requirements

The Flexible Feature Code package (FFC) 139 and Multiple-Party Operation package (MPO) 141 must be equipped.

All stations involved in an established call being broken into must have warning tone allowed Class of Service. Otherwise, both priority override and forced camp-on features are denied.

Priority Override and Forced Camp-on can operate independently of each other.

Priority Override and Forced Camp-on cannot be applied to telephones involved in any of the following:

- a non-established call
- a conference call

- an attendant call
- a Release Link attendant call
- an attendant call through Centralized an Attendant Service or Primary Rate Access/Integrated Services Digital Network trunk
- an ACD call
- a data call
- a parked call
- a call-waiting call
- a held call
- an operator call back or toll operator break-in call
- Make Set Busy active
- Do Not Disturb active

External trunks cannot perform priority override. They can be overridden only if they are the undesired party of an established call being broken-in to.

Feature Interactions

Multiple-Party Operation: When a consultation call is made on a set equipped with Priority Override, a control digit has to be dialed from the set to perform a recall and return the call on hold.

Override: Priority Override, when activated, replaces normal override.

Digit Display: Once Priority Override has been performed on a set, its digit display shows the DN of the overriding set.

Feature Programming

To activate this feature, use the following procedure in LD 10, LD 11, LD 14, LD 15, LD 16 and LD 57.

LD 10

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify the existing data.
TYPE	500 500 M	500/2500 telephone data block If the set type is followed by an "M" then the set definition is that of a model set.
MODL		Only prompted if "xxx M" is entered in response to the "TYPE" prompt.
TN		Not prompted if "500 M" is entered in response to the "TYPE" prompt.
....		
CLS	(CPFA), CPFD	Forced Camp-on from another set (allowed) denied.
	(CPTA), CPTD	Forced Camp-on to another set (allowed) denied.
	(WTA), WTD	Warning Tone (allowed) denied.
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. Note: Prompted when POVR package is equipped.

LD 11

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	xxxx xxxx M	xxxx is one of 2006, 2008, 2616, 2216, 2317, 2009, M2016, 2018, 2112, 3000 Digital telephone. If the set type is followed by an “M” then the set definition is that of a model set.
MODL		Only prompted if “xxxx M” is entered in response to the “TYPE” prompt.
TN		Not prompted if “xxxx M” is entered in response to the “TYPE” prompt.
....		
CLS	(CPFA), CPFD	Forced Camp-on from another set (allowed) denied.
	(CPTA), CPTD	Forced Camp-on to another set (allowed) denied.
	(WTA), WTD	Warning Tone (allowed) denied.
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. Note: Prompted when POVR package is equipped.
KEY	xx OVR	Key number, override.
	xx EOVR	Key number, enhanced override.

LD 14

Prompt	Response	Comment
REQ	NEW x	Add new data to the system. Follow NEW with a value, x, of 1-30 to create that number of channels. P7 — 250291
	CHG	Modify existing data.
TYPE		Trunk type.
....		
CLS	(WTA), WTD	Warning tone (allowed) denied.

LD 15

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	CDB	Customer data block.
CUST		
....		
AFCO	YES, (NO)	Automatic (Manual) Forced Camp-on. Note: Prompted when the POVR package is equipped.

LD 16

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
TYPE	RDB	Route data block.
CUST		
DMODL	xxx	Default model number for this route (1-3 digits). Author's Note—FOX, Harold, P7
ROUT		
TKTP	xxx	Trunk data block.
....		
PLEV	0-(2)-7	Priority Level. 2 = set can override sets of level 1 and 2, and can be overridden by sets of level 2-7. Note: Prompted when POVR package is equipped.

LD 57

Prompt	Response	Comment
REQ	NEW	Add new data to the system.
	CHG	Modify existing data.
....		
	EOVR	Enhanced Override FFC.
	OVRD	Override/Priority Override.

Meridian 1

Option 11C

Central Answering Position Guide

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